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THDA TRACS ADVISORY NOTICE

TO: Owners and Management Agents

From: Kathy Whalen
         Director of Section 8 Contract Administration

RE: TRACSMail Conversion Process for all Section 8 Developments

Date: December 31, 2001

During the month of November 2000, THDA issued an initial TRACS Advisory Notice designed to inform each Development of the requirements and timeframes associated with the TRACSMail conversion. HUD is continuing with its plans to convert to the new TRACSMail communications system. THDA is also in the final stages of preparing for the HUD required transition to TRACSMail. We have prepared this second Advisory Notice to provide information as to the steps your Development needs to take in order to successfully convert your TRACS software to the TRACSMail system by no later than February 28, 2002.

To help you better understand what is taking place, you need to know first what is involved with the conversion process. TRACSMail is an interim solution to HUD's communication via the internet. There exists information about HUD's changes and implementation on the HUD TRACS website found at (www.hud.gov) and THDA's as well (www.state.tn.us/thda). The dynamics of the change to TRACSMail effect your computer's hardware, operating system and TRACS Site ID. Three issues are imperative to our success with this transition:

1)   your effort to move forward on any required changes to your PC system;
2)   your communication with your software vendor about the required changes;
3)   and communication with THDA

The steps that we are requesting that you follow are designed to make the conversion to TRACSMail as stress-free as possible.   I urge you to begin on these steps as soon as possible. The conversion steps that you need to follow are outlined below:

Step 1. You should have received a TRACSMail Site ID and password through your Software Sprintmail receiving process. If not, please contact the TRACS Hotline (1-800-767-7588) to obtain a TRACSMail Site ID and inform them that you have not received one through Sprintmail.   This ID will be used by THDA to return responses to you and allow you to pick up these TRACS

responses. You should also have received your new software upgrade that will incorporate TRACSMail. If you have not received or been notified of a TRACSMail upgrade by your software vendor, you need to contact them in order to determine how and when they will update your software to handle TRACSMail.

Step 2. After installing your TRACSMail software upgrade from your software vendor, you must place THDA's TRACSMail ID, *TRACM 22667*, in the appropriate Communication setting. This setting allows you to send data to THDA. Please consult with your software vendor as to what changes are needed to insure that you are able to communicate your data with THDA using TRACSMail.

Step 3. Notify your THDA TRACS Specialist (by telephone) at THDA of your new TRACSMail Site ID on the day you convert from the SprintMail program to TRACSMail. After you notify the TRACS Specialist, it is acceptable to begin transmitting your development's data via TRACSMail.

We again have provided an attachment that assists you with the successful transition to TRACSMail. The attachment identifies the standards and/or minimum performance capabilities your system needs to support TRACSmail.

The dynamics of the TRACSMail conversion will effect the THDA TRACS software and operating system as well. Our Management Informations System (MIS) Division is continuing to work closely with our software vendor, RealPage, as a pilot test site for the TRACSMail transmissions. To date, the system testing has progressed quite smoothly. THDA must ensure that not only our system, but all of the Development's systems must be fully TRACSMail ready by no later than February 28, 2002. We want to ensure that all systems are TRACSMail ready in order to ensure the HAP payment not being delayed due to inability to transmit.

We understand that this conversion process is both new to you, THDA and the software vendors. We have provided resources for guidance and support. If you have questions after you read this Notice and the attachments about your PC System and the TRACSMail conversion, please contact our THDA Systems Specialists, Wayne Witgenstein (615) 741-9632 or David Castle (615) 741-9630. They are available to provide guidance specific to your technical questions regarding your current system. Henry Snorton, the THDA Coordinator for TRACS Systems, can also answer your questions by contacting him at (615) 253-5538.

The transition to TRACSMail is required by HUD. Therefore, if you have not yet been notified by your software vendor or service bureau, please contact them immediately in order to inquire as to when they will deliver your specific TRACS software update to meet the requirement. This is a joint effort between THDA and your Development and we can only achieve success by working closely together.

Thank you in advance for your cooperation.

CC: Don Harris, THDA
       Larry Richardson, THDA
       Wayne Witgenstein, THDA
       Henry Snorton, THDA
       Cheryl Reynolds, THDA
       THDA TRACS Specialists
       Joe Cowden, HUD
       Tom Rone, HUD
       Ed Phillips, HUD

Attachment